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Hyderabad: Flood relief rush takes toll on RTA services

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Hyderabad: The Road Transport Authority services were affected in the last two days as the applicants could not complete their transactions with regard to payments in the Mee Seva, as the residents seen thronging to these centres to apply for flood relief benefit of Rs 10,000.

According to officials, the majority of the applicants depend on Mee Seva and e-Seva for completing their transactions. The motorists make applications for slot booking for learner's licence, permanent licence, to undergo tests, registration of vehicles and other services.

While the application is made online, the department provides one day's time to the applicant to pay the prescribed fee through Mee Seva and e-Seva. However, the Mee Seva centres are now filled with people coming for making applications to get the flood relief of Rs 10,000 from the government.

The applicants who came to Mee Seva to pay the fee were told to come after two-three days in wake of the rush at the centres. With this, many applicants could not get their applications processed. The officials asked the applicants to cancel their slot and reapply any other day.

The RTA services have been affected several times during the last few days. Recently, the services were affected because of technical glitches for a couple days as the system failed to send one-time password (OTP) for taking up the transactions.

Sources said that the system could not generate the OTPs for completion of the transactions in the RTA offices. There were problems in the servers of the RTA offices. The OTPs were not generated the entire day on Wednesday and on Thursday the services were hampered at regular intervals during the last week.

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